



GOVERNMENT REFORM

Governor Gregoire's proposals to reform Washington state government represent the first step in what will be a long-term effort to fundamentally revamp the way programs and services are provided throughout the state. It reflects three primary goals:

REDUCE THE SIZE OF THE BUREAUCRACY

The proposal would eliminate more than 150 boards, commissions, and advisory committees and consolidate several agencies, including the merger of the Health Care Authority and the Department of Retirement Systems. All 470 of the current boards were created with the best intentions, but often make it more cumbersome and costly to serve the people of the state.



- » More than 50 boards will be eliminated immediately by executive order.
- » Another 100 will be repealed through legislation, some as of June 30, 2009, and others by June 30, 2010.
- » Other mergers include the Department of Archeology & Historical Preservation into State Parks.

DELIVER 21ST CENTURY CUSTOMER SERVICE

Washington has been a national leader for years in using technology to serve customers – for example, nearly 40 percent of license tabs are renewed online – but we can do much more to make sure our citizens have the same 24/7 online convenience when they deal with government as they do for the rest of their daily business, like online banking and booking airline reservations.

- » Expanded online access and availability of mobile service units in rural communities.
- » Increased online instruction through community and technical colleges, where online course-taking is proving the instructional equivalent to four bricks-and-mortar colleges.
- » Easier use of credit and debit cards in transactions with the state.

STREAMLINED GOVERNMENT OPERATIONS

The state will consolidate similar functions and cut government's internal red tape for services needed by all agencies, and begin the groundwork to set the stage for major changes in the future.

- » Reorganize government central-service functions (personnel, property management, IT support, etc.) so agencies can focus more effort on their core missions.
- » Transfer Department of Licensing fuel tax program to the Department of Revenue.
- » Merge Eastern and Western Washington historical societies.